

Qualification Code : 031306T4PSY
Qualification : Community Health Level 6
Unit Code : HE/CU/CH/BC/03/5/MA
Unit of Competency : APPLY WORK ETHICS AND PRACTICES



**AMREF INTERNATIONAL TRAINING CENTER
CANDIDATE WRITTEN ASSESSMENT**

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper

SECTION A – (40 Marks)

Answer ALL the questions in this section

1. A personal vision is a clear and compelling long-term view of what you want to achieve in your life. Mention any FOUR components of a personal vision. (4 Marks)
2. Time is a resource supposed to be utilized fully to maximize productivity and efficiency. State FOUR actions that can be taken to manage time. (4Marks)
3. Team players possess specific qualities that contribute to the success of the team and the organization. List FOUR qualities of a good team player. (4 Marks)
4. Solutions to problems at work incorporates critical and creative thinking. Define (a) critical thinking (2 marks) (b) Creative thinking (2 Marks)
5. Employees performance need monitoring and evaluation to ensure objectives are being met. Outline THREE ways a company may use to measure the performance of its employees (3Marks)
6. Nervousness is one of the negative emotions at the work place. List TWO ways one can deal with it. (2 Marks)
7. Effective workplace communication requires employees to express their ideas, needs, and concerns appropriately. State TWO differences between assertiveness and aggressiveness communication styles in workplaces. (4Marks)
8. A colleague at work has complained to you that she has stress. State FOUR sources of stress at the work place. (4 Marks)
9. A business's success depends not only on attracting new customers but also on retaining existing ones. Identify FOUR strategies of retaining customers for a business (4 marks)
10. The types of teams formed in workplaces depend on the nature of tasks, projects, and organizational needs. List THREE types of teams in a workplace. (3 Marks)
11. In today's workplace, employees interact with people from diverse backgrounds and face various challenges that require effective emotional management. State FOUR benefits of emotional intelligence at the work place. (4 Marks)

SECTION B – 60 Marks

(This section has FOUR questions. Answer any THREE)

11. John is the team leader of a customer service department in a telecommunications company. Recently, there has been tension among team members. Some employees complain that work is not shared fairly, while others feel that their ideas are ignored during meetings. As a result, teamwork has declined, deadlines are being missed, and customer complaints have increased. The department manager has asked John to resolve the situation and improve team performance. John decides to use problem-solving skills to identify the root causes of the problem and develop appropriate solutions.
- a) State FOUR signs that indicate there is a problem in the department. (4 Marks)
 - b) Explain THREE possible root causes of the problem. (6 Marks)
 - c) Describe FOUR problem-solving skills that John can use to address the situation. (4 Marks)
 - d) Recommend THREE solutions that John can implement to improve teamwork and performance. (3 Marks)
 - e) Explain THREE indicators that would show the problem has been successfully resolved. (3 Marks)
12. a) Promoting customer care is a continuous process that requires understanding customer needs, delivering exceptional services and engaging effectively with customers. Briefly explain FIVE qualities of a good customer service. (10 Marks)
- b) When a customer is not satisfied with the services offered to them, in most cases, he/she raises a complaint on the poor service delivery. Describe FIVE methods that can be applied to identify customer needs. (10Marks)
13. A student who possesses good self-management skills is more likely to perform well academically and achieve personal goals.
- a) Discuss FIVE self-management skills that a student needs to succeed in their studies. (10 Marks)

- b) Explain in FIVE ways how poor self-management can affect an individual's performance at school

(10 Marks)

14. In today's dynamic and competitive workplace, employees are expected to continuously enhance their knowledge, skills, and competencies to remain relevant and effective. Professional growth and development play a key role in improving performance, adapting to workplace changes, and achieving career success.

- a) Evaluate FIVE avenues available for professional growth and development in today's workplace.

(10 Marks)

- b) Assess FIVE ways in which professional growth contributes to improved job performance, career advancement, and lifelong learning.

(10 Marks)

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